

Clerical and Office Branch  
General Clerical Group  
Customer Relations Series

**CUSTOMER RELATIONS CLERK**

01/00 (NEB)

*Summary*

Under general supervision, act as initial customer contact, and render clerical services on assigned types of readily answerable billing, application or operational questions or complaints in accordance with established departmental policies and procedures.

*Typical Duties*

Attend counter, or answer telephone or mail to receive, screen, enter, respond to or refer inquiries or problems. Involves: discussing ordinary issues pertaining to initiating, changing or discontinuing operations, malfunctions or interruptions, or requests for services, including issuance of documents such as permits and licenses, inadequacies of or failures to provide them, related rules or processes, or credit, debit or accounts receivable status, with customers to ascertain facts of each case and its prescribed response; communicating in person, or by correspondence, telephone or radio actions to be taken to functionally responsible personnel, requested or corrected information to interested parties, explanations of actions taken and related charges to customers, or specified types of problems to be forwarded to other designated personnel for resolution or instructions such as when dealing with delinquencies or confronted by hostile or distraught individuals; searching electronic, microfiche, computer printouts or other files to break down, summarize, recast, compare or otherwise analyze work results, order or request activity, instrument or meter readings, measurements, billing details, tax rolls, rate structures, contracts, court records or other documents; adjusting or updating customer accounts or bills to reflect new or changed services, actions, contracts, names, addresses, payments or refunds; receiving cash, money orders or checks; ordering refund checks, or notarizing liens, easements, waivers, fee forms or similar documents, if authorized; preparing and issuing installation, start or stop orders, promissory notes, or payment receipts; assisting customers with or filling in contract forms; verifying customer checking accounts to establish acceptability of bank drafts; proofing own or others' work for accuracy and completeness; entering and retrieving information in designated customer or department activity databases as instructed.

Perform related incidental duties contributing to realization of unit or team objectives as required. Includes: substituting within authorized limits for supervisor or coworkers as qualified by carrying out specific functions to maintain continuity of ordinary services, if delegated; providing designated support to projects or activities overseen by higher graded personnel as instructed; explaining and demonstrating work to assist supervisor in orienting and training less knowledgeable employees; engaging in assignments related to functions of other positions for training purposes under very close supervision; logging activities, and preparing recurring or special activity or status reports.

*Minimum Qualifications*

Training and Experience: Graduation from High School or GED equivalent, plus two (2) years experience in clerical work that customarily involves public contact, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills: Good knowledge of: general office procedures; business English and spelling. Some knowledge of: in person and telephone business etiquette; commercial applications of elementary algebra concepts; data entry into, retrieval from and security of computerized records.

Ability to: apply common sense understanding to carry out instructions furnished in written, oral, or diagram form; solve problems having several concrete variables in standardized situations; read and interpret account records, bills, work orders, activity records, procedure manuals or similar documents; calculate figures and amounts such as discounts, interest, proportions, percentages or other billing items; express oneself clearly and concisely both orally to relate facts found and actions taken, and in writing of routine case reports, customer records updates and form or guide type business letters; establish and maintain effective working relationships with fellow employees, the general public, and customers, including those who may be irate, by exercising normal business courtesy and responding promptly.

Skill in safe operation and care of: personal computer or network workstation, including basic keyboarding, generic business productivity, such as spreadsheet and word processing, or specialized customer accounting software applications; common office equipment

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Director of Personnel

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Department Head